PEO Digital Transformation for Modern Service Delivery

Ms. Ruth Youngs Lew

Program Executive Officer

PEO Digital

Table of Contents

- The Case For Change: Focus on the Customer

- Transforming the Way We Do Business

- Moving From Programs to Portfolios

- Future State PEO Digital Ecosystem

- Current PEO Digital Leadership

- Restructure Timeline

PEO DIGITAL

> **To answer the demands of the 21st century sailor in a digital environment, Navy must be able to rapidly address concerns like the following:**

We could benefit from **more customer input**… We often field solutions that don't achieve the customer's desired outcomes

Too focused on processes and **not focused on outcomes**

Processes incentivize investing heavily in tech refresh (keeping the lights on) **without including modernization** (make it better)

We need to change the way we operate and talk… Shift to **learning opportunities versus punishing failure**

No **single person/organization responsible** for the full lifecycle for the service, creating design/build decisions that are difficult to support long term

We are very dynamic with our priorities and very **static with our requirements**

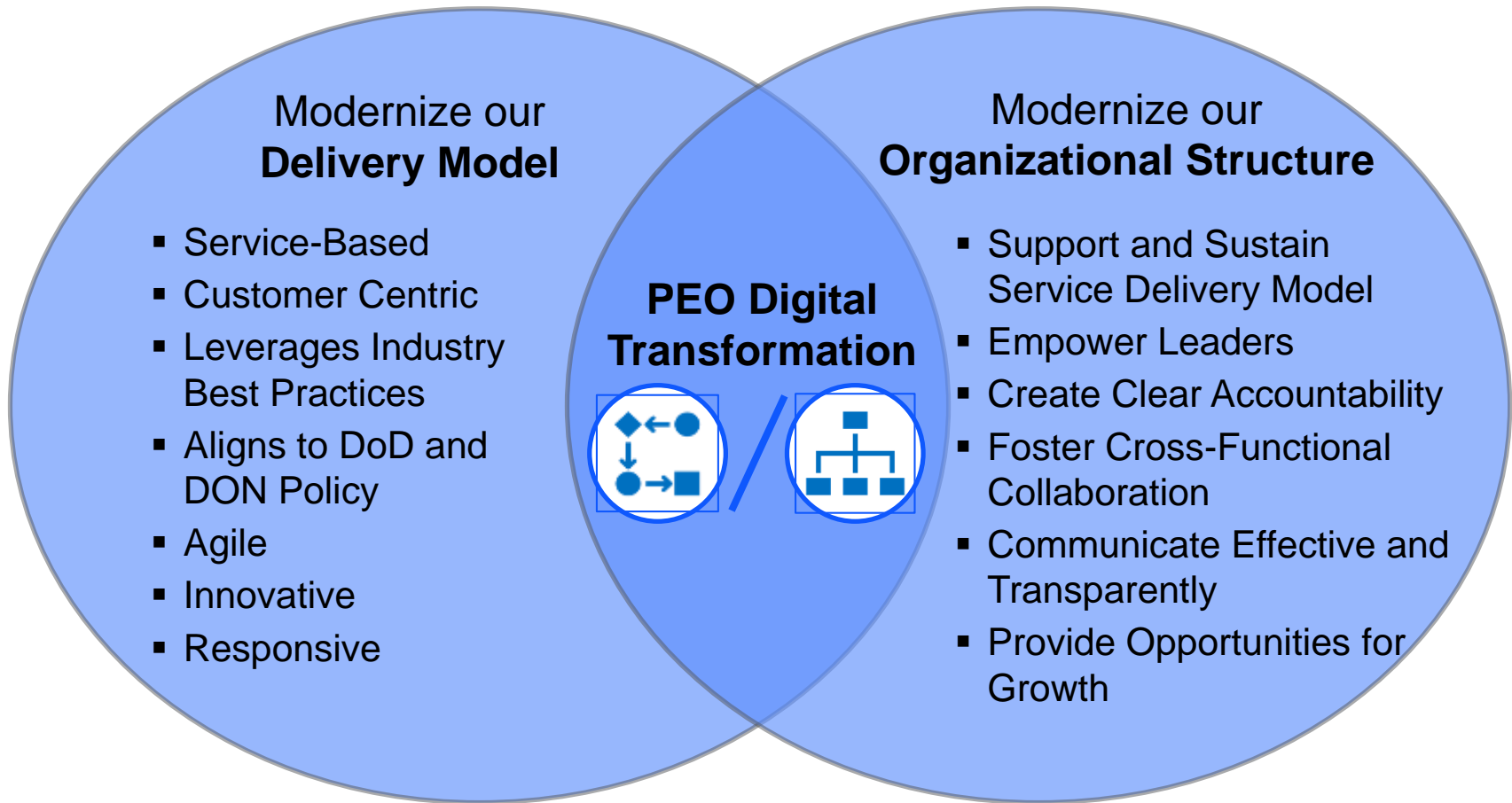Too many people that can **say no**, and too few people that can give **direct yes**

How well we operate, secure, defend, and use services/capabilities is directly proportional to **how well we evaluate requirements** up front in strategy

Lack of **overarching roadmap** to bridge operational environment to acquisition/capability decisions at enterprise level

PEO DIGITAL

Modernize our Delivery Model

- Service-Based
- Customer Centric
- Leverages Industry Best Practices
- Aligns to DoD and DON Policy
- Agile
- Innovative
- Responsive

PEO Digital Transformation

Modernize our Organizational Structure

- Support and Sustain Service Delivery Model
- Empower Leaders
- Create Clear Accountability
- Foster Cross-Functional Collaboration
- Communicate Effective and Transparently
- Provide Opportunities for Growth

The organization must evolve to support changes to the Service Delivery Model (e.g., GO/CO – GO/GO/CS and NMCI focus to Naval focus)

![PEO DIGITAL]

PEO Digital is dissolving its Program Management Offices, and their associated products, services, and work will be moved in to 8 new Portfolios and three enabling Pillars.

Programs

- PMW 205
- PMW 250
- PMW 260
- PMW 270
- PMW 280
- PMW 290
- PMM 170
- PMM 172

Organizational Mapping Analysis

Total Force Analysis of billets, position requirements, KSAs, Job Series and Career Field

Financial Analysis of $ thresholds and acquisition category alignments

Functions/Processes and Tools and how they align to the future state

Projects Analysis of work performed and alignment to future state service taxonomy

Portfolios

- Platform Application Services
- Digital Workplace Services
- Infrastructure Services
- Cyber & Operational Services
- End User Hardware Services
- Strategic Sourcing Services
- SAP Services
- Public Safety Systems

Pillars

- Business, Strategy & Resourcing
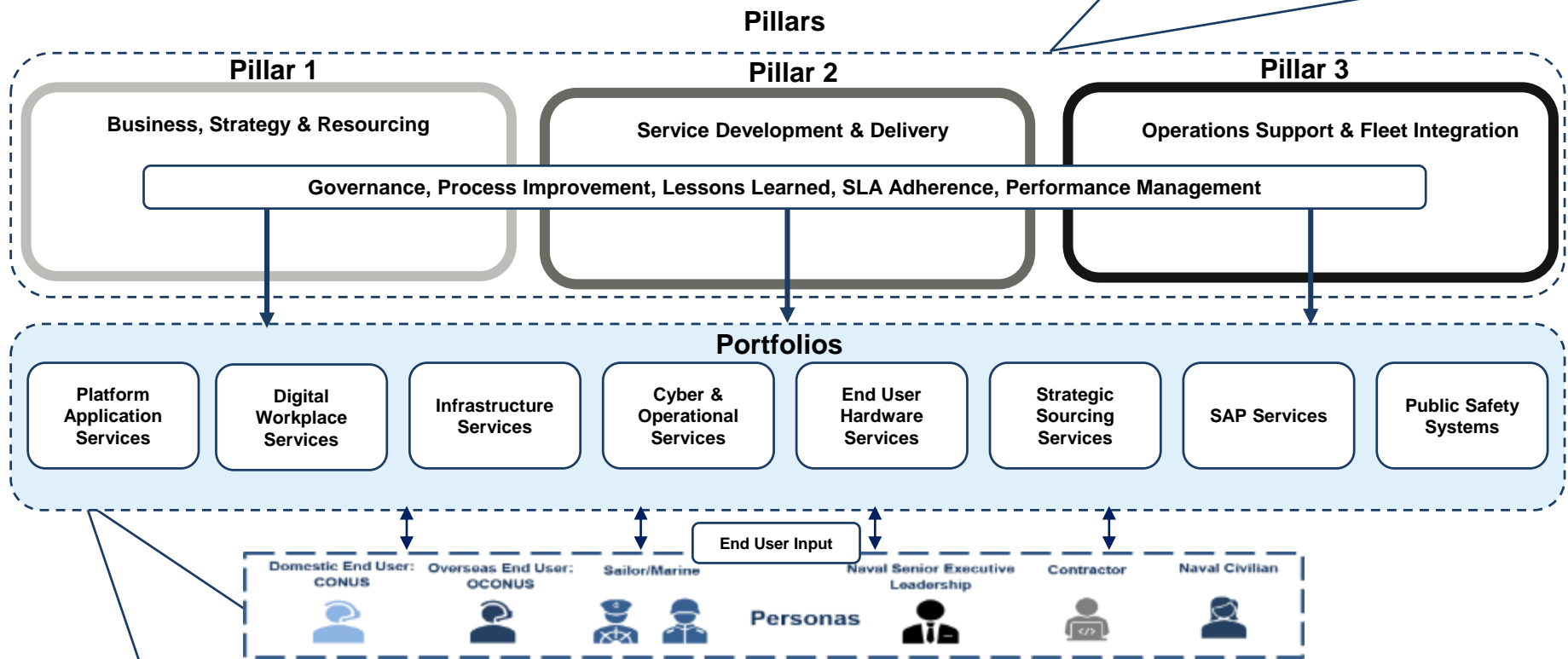- Service Development & Delivery
- Operational Support & Naval Integration

Program activities and personnel were mapped based on an analysis of Total Force, Financials, Functions/Processes and Tools, and Work performed.

Future State PEO Digital Ecosystem

To become a service centric organization, we will leverage a two-level IT organizational model to streamline priorities, continuously improve processes, and deliver services for the customer

Pillars enable and provide controls for the delivery of work in the Portfolios through governance, common tooling, staffing, and coordination.
Accountable for: Execution Standards; Standard Tooling, Quality Oversight; Staffing

Pillars

Pillar 1
Business, Strategy & Resourcing

Pillar 2
Service Development & Delivery

Pillar 3
Operations Support & Fleet Integration

Governance, Process Improvement, Lessons Learned, SLA Adherence, Performance Management

Portfolios

| Platform Application Services | Digital Workplace Services | Infrastructure Services | Cyber & Operational Services | End User Hardware Services | Strategic Sourcing Services | SAP Services | Public Safety Systems |

End User Input

Domestic End User: CONUS | **Overseas End User: OCONUS** | **Sailor/Marine** | **Personas** | **Naval Senior Executive Leadership** | **Contractor** | **Naval Civilian**

Portfolios encompass the many services and products that PEO Digital provides to end users, with standing teams executing the day-to-day work of service delivery.
Accountable for: Delivery Management; End-to-end accountability

PEO Digital Portfolios

Platform Application Services

- New capabilities primarily aligned to Platform-as-a-Service (PaaS) cloud service model.
- Provides and manages Identity, Credential, Access, Authentication, and Authorization for humans and systems.
- **Examples**:, Active Directory, NEST (DCHS, COOP, Engineering), Hybrid Cloud Services

Digital Workplace Services

- Manage virtual access to data hosted across the enterprise, or analytics-heavy that also contain a storage component.
- Services consumed directly by end users to optimize technology, increase productivity and utility, and to enable user output.
- **Examples**: M365 Productivity & Collab. Services, Class/Unclass VOIP, Class/Unclass VTC

Infrastructure Services

- Provides generic compute and structured and unstructured data storage services primarily aligned to Infrastructure-as-a-Service (IaaS) cloud service model.
- Transport to enable the movement of bits and bytes from one endpoint to another.
- **Examples**: Circuit provisioning, HVAC and UPS Repair, Data Center Services, Enterprise Hosting and IT Services

Cyber & Operational Services

- Provides services implemented for the sole purpose of operating and defending the entirety of the IT portfolio by enabling enterprise-wide visibility, command, and control to administrators or directly to other applications and networks
- **Examples**: INOCCS, M365 Security & Compliance, Comply to Connect, Commercial Solutions for Classified

End User Hardware Services

- Provides the physical and virtual device endpoints end users and administrators use to access digital data, voice, and video services.
- Includes many services previously provided by PMW 205, PMM 170, and PMM 172.
- **Examples**: End-User Hardware, Mobile Device Manager, Multi-level Thin Client (MLTC), PC Warranty Extensions, EUS Staging Device Models

Strategic Sourcing Services

- Focuses on implementing and managing IT agreements for Navy, USMC, and DoD through research and negotiation, ultimately consolidating, centralizing, and streamlining IT acquisition.
- **Examples**: DON ESL, DoD ESI, DoD CETA agreements

Special Access Programs (SAP) Services

- Focuses on the integration and consolidation of legacy SAP administrative IT to centralized DON SAP Enterprise System Network and IT services framework.
- Pulls all previous PMW 280 services in the near-term.

Public Safety Systems Services

- Standardizes command and coordination of emergency dispatch centers and functions for First Responders providing notifications, resource management and situational awareness, including wireless communications, networks, and infrastructure
- **Examples**: Consolidated Emergency Response System (CERS), Enterprise Land Mobile Radio (ELMR)

PEO Digital Pillar/Portfolio Leadership

Pillars

Business, Strategy & Resourcing
Director (Acting) – Andy Rogers
andrew.rodgers@usmc.mil
Deputy Director – Travis Methvin
travis.methvin@navy.mil

Service Development & Delivery
Director – Col Ross Monta
ross.monta@usmc.mil
Deputy Director – Germaine Forbes
germaine.forbes@navy.mil

Operational Support & Naval Integration
Director – Barry Tanner
michael.tanner5@navy.mil
Deputy Director – Jennifer Hall
jennifer.freed@navy.mil

Portfolios

Platform Application Services
Portfolio Manager – Taryn Gillison
taryn.gillison@navy.mil
Deputy Portfolio Manager – Dave Thompson
david.thompson1@usmc.mil

Cyber & Operational Services
Portfolio Manager – To Be Filled
Deputy Portfolio Manager – Sara Swift
sarah.swift@usmc.mil
Navy Lead – Terrance Morris
terrance.morris@navy.mil

DON SAP IT Services
Portfolio Manager – Patrick Truver
patrick.truver@navy.mil
Deputy Portfolio Manager – To Be Filled

Digital Workplace Services
Portfolio Manager – To Be Filled
Deputy Portfolio Manager – George Moses
george.b.moses@usmc.mil
Navy Lead – Rajan Sharma
rajan.sharma@navy.mil

End User Hardwar Services
Portfolio Manager – Jeff Lee
jeffrey.d.lee@usmc.mil
Deputy Portfolio Manager – CDR Monee Hardesty
rosemary.hardesty1@navy.mil

Public Safety Systems
Portfolio Manager – Steve Mullen
steven.mullen@usmc.mil
Deputy Portfolio Manager – To Be Filled

Infrastructure Services
Portfolio Manager – Rich Sitch
richard.sitch@usmc.mil
Deputy Portfolio Manager – Adam Koros
adam.koros@navy.mil

Strategic Sourcing Services
Portfolio Manager – Chris Scuderi
christopher.scuderi@usmc.mil
Deputy Portfolio Manager – Chris Pratt
chris.pratt@navy.mil

Industry Engagement

- **Upcoming Solicitations**
  - PEO Digital Admin Ops Support – Q1FY22
  - PEO Digital Program Management Support - Q2FY22

- **PEO Digital QIE – 9 June 2021**
  - PEO Digital recently established the Naval Cloud Service Management Office (Cloud SMO) as the central Cloud organization for Naval cloud services. The Cloud SMO will facilitate a PEO Digital Quarterly Industry Engagement (QIE) that will provide a PEO Digital restructure update, as well as Cloud topics. The virtual QIE is planned for 9 June 2021 from 9:00 to 10:00 am (PT) via Microsoft Teams, and will be announced via beta.SAM.gov.

PEO

DIGITAL

PROGRAM EXECUTIVE OFFICE DIGITAL & ENTERPRISE SERVICES
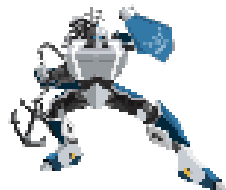
@ PEO_Digital_Public_Affairs@navy.mil

www.navwar.navy.mil/peo-digital-home/

in @NavyPEODigital @NavyPEODigital